

NC

18-1563-EL-CSS

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# Ohio Public Utilities Commission

00216944  
Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

## Formal Complaint Form

JUSTIN PALM  
Customer Name (Please Print)

2591 LEONARDSBURG RD  
Customer Address

DELAWARE OH 43015  
City State Zip

**Against**

106-135-897-0-3  
Account Number

Customer Service Address (if different from above)

AMERICAN ELECTRIC POWER  
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

In the month of January, 2015 I received a bill that stated I used 13,573 kwh of energy. This was ridiculously high I had previous conversations with AEP on this meter. The month of January was an actual reading, as was December of 2015. I stopped using the electric heaters after the high bill. I entered into negotiations with AEP on changing

[Signature]  
Signature

801-690-8363  
Customer Telephone Number

RECEIVED-SOCKETING DIV

2018 OCT 18 AM 8:36

PUCO

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Technician DMM Date Processed 10/18/18

①  
the meter, and this was not my first complaint on high bills. In February 2015 AEP estimated the bill. The in March when the meter usage was extremely high they altered December and January which were actual readings to make it look like consistent high usage. Bill date March 17, 2015 shows

December 7,625 kWh / January 9,308 kWh  
February 9,203 kWh

Bill date February 27, 2015  
December 3,360 kWh, January 13,573 kWh  
February 4,144 kWh

AEP turned actual readings to estimates. I fought for a new meter and on May 8 2015 they changed it. I should point out that this was the middle of the bill cycle. From April 22, 2015 to May 8, 2015 the usage was 1,570 kWh (98 kWh a day) From May 8 2015 to May 21, 2015 the usage was 161 kWh (11.5 kWh a day) That's when AEP quit negotiations threatened to send me to collections my representative at AEP could no longer

be reached. I told them I was going to file a complaint with the PUCO. All contact stopped. I received my first collections letter May 31, 2018 and my credit shows that's the date it was filed.

②

I have usage of the house ~~since~~ the meter was changed  
October 2015 97 kWh November 2015 388 kWh  
December 2015 679 kWh January 2016 1,217 kWh  
February 2016 762 kWh

My goal is to have AEP remove the debt from my record and that's on a good day. I froze that winter in 2015 lived a year with no power and continue to rely on other people for energy. Clearly I was in contact with AEP in 2015 or else the bill would not have been so high. I not ~~do~~ just some refusing to pay a bill, the charges are fraudulent and I'll prove it!